

CHAPTER IV

CONCLUSION

Tugu Pahlawan and Museum 10 Nopember was built to commemorate the struggle of *Arek-Arek Suroboyo*. The administrators of *Tugu Pahlawan and Museum 10 Nopember* as a public facility always try to give good service to the public. *Tugu Pahlawan and Museum 10 Nopember* have great number of visitors because these places have historical values and become the icon of Surabaya.

The writer had done the internship at *Tugu Pahlawan and Museum 10 Nopember* in one month as an Education and Collection Staff. The internship is important for the writer because it has given her chance to apply what she got in English Diploma Department, as well as giving her knowledge about how to apply and use English in the main jobs as a tour guide, in supporting jobs e.g. museum attendant, a receptionist, and a translator. The writer hopes that everything she lesson when she was doing her internship will be useful in the future.

When doing the internship, the writer got some experiences not only in skill, but also in social aspects. She learned how to work in group, communicate, and adapt in a new situation. For instance, when the writer gets a job, she will face the new situation and new environment which consist of people that she has never met or known before.

To be a tour guide, the writer had many experiences and knowledge which can be used as references to improve her skill and ability. Moreover, any mistakes made by the writer when doing the internship were important. These helped her evaluate her work and skill.

The writer felt that she was required to do her internship perfectly because what she did during the internship representing not only *Tugu Pahlawan and Museum 10*

Nopember, but also the good name of the English Diploma. The writer also learned how to work under pressure and in a limited time. It forced the writer to appreciate time and enforce discipline on herself.

The writer got some important lessons to be a tour guide. When guiding the visitors, it is important to recognize their ages, background, and knowledge. It would be easier for the writer to deliver the information. This also helped her to increase confidence and avoid miscommunication or misconception due to the incomprehensibility of the guide towards the visitor's background. To conclude, the writer has done the internship in the right aspect because English language is needed in Tourism and Cultural Department institution. This means that in this aspect, the writer could apply what she got in the college directly when she did the internship, especially to every problem relates to foreign visitors.